



## *The Public Service Commission State of South Carolina*

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May 14, 2003

Ms. Erica Myers  
Federal Communications Commission  
Disability Rights Office  
445 12<sup>th</sup> Street, SW, Room 6-C212  
Washington, DC 20554

### **RE: CC Docket No. 98-67 - Application No. TRS 11-02 Telephone Relay Services (TRS)**

Dear Ms. Myers:

In compliance with the FCC's letter of May 1, 2003, the Public Service Commission of South Carolina has made the following changes to South Carolina's TRS Recertification Application.

#### Section 64.604(a) (7)

STS Called Numbers: Relay Providers must offer STS users the option to maintain at the relay center a list of names and telephone number which the STS user calls. When the STS user request one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider. *Please provide documentation that demonstrates your state TRS provider meets this rule.*

#### **Amended language for STS called numbers:**

**Sprint Relay's customer database (CDB) is available to South Carolina Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes for the STS users. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. When the STS user requests one of these names, the CA repeats the name and states the telephone number to the STS user before the CA places the call. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term**

Ms. Erica Myers  
CC Docket No. 97-62-C  
Erica Myers

Section 64.605(d)

Method of Funding: Each state's TRS program's funding mechanisms, if labeled, shall be labeled in manner that promotes understanding of TRS and does not offend the public. Please indicate how the BellSouth bill with TRS as a line item is in compliance with this rule. *See BellSouth billing language "Telecommunications Relay Service: A surcharge to fund the relay center that assists the hearing and speech impaired communicate with their telecommunications providers".*

**The PSC instructed BellSouth to make this change as soon as possible. The revised Bell South TRS Line item will read "Telecommunications Relay Service". (Please see attached correspondence).**

Section 64.605(f)

Notification of Substantive Change: Each state TRS program must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change. *Please submit documentation of your state's compliance with this rule.*

**The PSC will comply with Section 64.605(f), Notification of Substantive Change requirements to our State's TRS program.**

If any further information is needed to complete our TRS Recertification Application, please call me at 803 896-5144 or Taffy Hardin at 803 896-5233.

Sincerely,

Gary E. Walsh  
Executive Director  
GEW:tkh  
cc: Bruce F. Duke, Deputy Executive Director  
Taffy K. Hardin, PSC TRS Administrator

**Attachment**

May 14, 2003

Mr. Charles Addis  
Staff Manager - Regulatory Affairs  
BellSouth  
P.O. Box 752  
Columbia, SC 29202

Dear Mr. Addis:

Enclosed please find correspondence to the Public Service Commission from the Federal Communications Commission stating that the language in BellSouth's billing is not sufficient and does not fall within the mandatory requirements to Section 64.605 (d): Method of Funding.

By copy of this letter, the Public Service Commission is instructing BellSouth to revise the TRS line item to read: "Telecommunications Relay Service". Please remove the previous description: *A surcharge to fund the relay center that assists the hearing and speech impaired communicate with their telecommunications providers.* This change should take place as soon as possible or within two (2) billing cycles.

Thank you for your prompt attention to this matter. If you have any questions, please call me at 803 896-5144 or Taffy Hardin at 803 896-5233.

Sincerely,

Gary E. Walsh  
Executive Director

GEW:tkh

Enclosure:

CC: Taffy K. Hardin, PSC TRS Administrator  
Bruce F. Duke, PSC Deputy Executive Director  
Erica Myers, FCC, Disability Rights Office